

CASE NUMBER: _____

FOODBORNE ILLNESS COMPLAINT FORM

Origin of the Complaint

Date Received: _____ Receiving Agency: _____

Time Received: _____ Call Taken By: _____

Complainant Data

Name: _____ Age: _____ Gender: M / F

City of Residence: _____ County of Residence: _____

Phone (day): _____ (evening): _____ (cell): _____

Suspect Meal Data

Date: _____ Time: _____ AM / PM

Location/Facility/Event: _____

Address: _____

What did you eat and drink? _____

List anything unusual about the meal (temperature, taste, color, etc): _____

How many people ate or attended with you? _____ How many of those people became ill? _____

List other people who ate with you or attended _____ Phone _____

_____ ☐ Ill / ☐ Well _____ Meal _____

_____ ☐ Ill / ☐ Well _____ Meal _____

_____ ☐ Ill / ☐ Well _____ Meal _____

Continue on additional sheet if necessary

Iowa Department of Inspections and Appeals

15 PEOPLE - 12 SICK

THINKS 30-40 PEOPLE

CASE NUMBER: _____

11:30M

4 PM

Illness Data

Signs & Symptoms

☒ Diarrhea (_____ watery _____ bloody)

☒ Vomiting

☐ Nausea

☒ Stomach cramps

☐ Fever _____ of _____

☐ Chills

☐ Headache

☐ Muscle aches

☐ Jaundice (yellowing of skin or eyes)

Illness Started- Date: _____ Time: _____ AM / PM

Illness Stopped- Date: _____ Time: _____ AM / PM ☐ Illness ongoing

Clinical Data

Did you see a healthcare provider for your illness? ☐ Yes ☐ No

Date: _____ Healthcare Facility: _____

Provider Name: _____

What did your provider tell you about your illness? _____

Was blood or stool collected from you for testing? ☐ Yes ☐ No

☐ Blood / ☐ Stool

What were the test results: _____

Were you hospitalized for your illness? ☐ Yes ☐ No

NOTES: _____

Assigned Inspector: _____ Date Assigned: _____

DIA/Contract License # _____

Iowa Department of Inspections and Appeals

30 people sick

* eye infection *

3 different group *

Stool samples

4 in yesterday

Pool Operator →

Below 0.6

1.8 - 1.6 well above minium

John Kelly → IDPH

~~Denise~~

Denise & Nancy Hall @ SHC

↳ ~~Denise~~

Norovirus →

Crypto - Outbreak

New York

low level
crypto

filter
Maintenance

Weekly
caliform
extra-stuff

* Pool too many people occupancy *

~~██████████~~ ██████████ - Kershaw County

Pool ██████████

██████████

family

10:09 → ██████████
██████████ Called
Back

9:59 → ~~██████████~~ ~~██████████~~ ██████████
Called
Back

crypto ██████████

9:07 ██████████ CPO
Called
Back

Family ID 48
Still
side

7
██████████

Family
complaint

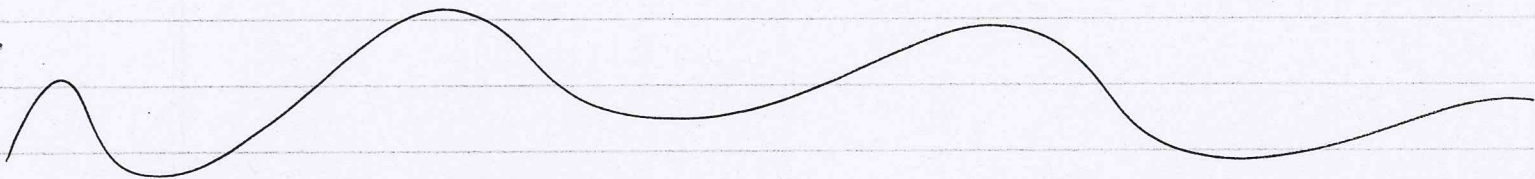
Complaint

Children

infant



250+ people



Family →

Family got case -

diarrhea/vomitting

- Separate groups of people

Dennis -

[Redacted text]

[Redacted text]

[Redacted text]



[REDACTED]
Records - Reviewed
Chlorine level

0 - 0.2 - 0.4

1.6 below
Closed

CPO → Not on site

Pump Room [REDACTED]

Pump Room [REDACTED]

(1.3) 1.6 - 1.8 Tuesday yesterday

Discussed closed below point 6

Nov - CPO



[REDACTED] →

① Nancy [redacted] Paul

Next

② [redacted]



3.S got it under control

Did Not

fax daily - weekly → monthly
monthly

Corrective
Action
Plan

[redacted] G₁ out 4/4

/ * DAC / Crypto / Unmanned O/P * /

TALKING IDPH
in

* [redacted]

hyper chlorinate
for [redacted]

1.6 - 1.8 Monday 10:00 AM

Crypto & Noro Chlorinate

lower hyper chlorination

every week

Biological test

Follow-up couple weeks

4:40 [redacted]

Coalition Deal

Call

4:17 pm [redacted]

Exercise ARR

Johnson County Public Health
RECORD OF CONTACT

File Number:

4818

Complainant/Reporter:

Date Received:

Address:

Time Received:

10:00 AM

Telephone Number:

Program Code:

225

Property Owner/Facility Name:

Received By:

JPL

Property/Facility Address:

Property/Facility City:

Property/Facility Telephone Number:

☐ Referred*☐ No Regulatory Authority***Referred To:**

Agency:

Name of Person:

Phone No:

Report/Description of Complaint (specific location, detailed description of concern):

Complainant stated that her two children got sick after swimming
() on ()

Date of Incident:

Time of Incident:

JCPH Personnel Referred To: (Initials)

JPL

Date:

**Name(s) of Individuals Contacted, Site Observations,
Discussions, Guidelines/Letters/Templates Provided, Etc.:**

JCPH Initials:

Complainant said she saw something going around on ()
about people getting sick (). She said that
her two children got sick after swimming at () on ()
() I told the complainant that the situation was
under investigation and that at this time no continuing threat to
the public health has been identified. Issue is currently being
handled with the facility to ensure ongoing compliance.

JPL

TOTAL NUMBER OF CONTACTS/VISI

1

Complaint Completion/Closure Date: JCPH Signature James Lacina

Final Review by: Date Reviewed:
 James Lacina

James Lacina

From: Tricia Kitzmann
Sent: [REDACTED] 3:23 PM
To: James Lacina
Subject: RE: Complaint [REDACTED]

Sounds good. I'm not convinced it's [REDACTED], but we'll see.

Tricia L. Kitzmann, MPH
Deputy Director
Johnson County Public Health
855 South Dubuque Street, Suite 217
Iowa City, IA 52240
tkitzmann@co.johnson.ia.us

Phone: 319-356-6040
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Fax: 319-356-6044

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From: James Lacina
Sent: [REDACTED] 3:23 PM
To: Tricia Kitzmann
Subject: Re: Complaint at [REDACTED]

Beth is out today. [REDACTED]
I can follow up tomorrow [REDACTED]

Sent from my iPhone

On [REDACTED] 2012, at 1:30 PM, "Tricia Kitzmann" <tkitzman@co.johnson.ia.us> wrote:

FYI...

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From: Annette Scheib
Sent: [REDACTED] 1:14 PM
To: Tricia Kitzmann
Subject: RE: Complaint [REDACTED]

Tricia-

Diana spoke to [REDACTED] County at length and [REDACTED] County staff were already arranging to collect stool kits. They had also had several calls from the ill people in their county. Thanks.

Annette M. Scheib RN, MSN
Community Health Manager
Johnson County Public Health
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319-688-5883
fax:319-356-6039

http://www.johnson-county.com/dept_health.aspx?id=4485

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From: Tricia Kitzmann
Sent: [REDACTED] 12:33 PM
To: Annette Scheib
Subject: RE: Complaint [REDACTED]

Did Diana talk to these folks about very much info? [REDACTED] County called and left me a message. Just want to make sure we are all on the same page.

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From: Annette Scheib
Sent: [REDACTED] 12:02 PM
To: Tricia Kitzmann
Subject: FW: Complaint [REDACTED]

FYI.

Annette

From: Annette Scheib
Sent: [REDACTED] 12:01 PM
To: Tamara Ewoldt; James Lacina
Subject: RE: Complaint [REDACTED]

James and Tamara,
The caller this morning is from [REDACTED] County and all the other people that were sick (12 out of 15) are from [REDACTED] County. The caller said many more people might be sick. Diana urged the [REDACTED] County residents get stool kits from their county health department and submit a stool specimen. Diana has also left a message from [REDACTED] County Health Department to call her, so she can relate the information about the illnesses. I'll let you know if we hear of any Johnson County residents that call in ill and have been to [REDACTED]. Thanks.

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From: Tamara Ewoldt
Sent: [REDACTED] 11:12 AM
To: James Lacina; Annette Scheib
Subject: Complaint [REDACTED]

See attached.

Tamara Ewoldt

Environmental Health Specialist
Johnson County Public Health
855 S. Dubuque St., Iowa City, IA 52240
P: 319-688-5864
F: 319-356-6044
tewoldt@co.johnson.ia.us

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James Lacina

From: James Lacina
Sent: 4:37 PM
To: John Kelly (john.kelly@idph.iowa.gov)
Subject: Division of Asset Safety CPO.indg

John,

[REDACTED] is the CPO for the [REDACTED]. He also serves as the CPO for [REDACTED]

[REDACTED] according to [REDACTED]

[REDACTED] phone number is [REDACTED]

[REDACTED] did show up while I was conducting the special inspection today.

[REDACTED] said that [REDACTED] will now be assigned on site at [REDACTED]. I don't know if that leaves [REDACTED] without a CPO...

James Lacina, REHS
Environmental Health Coordinator
Johnson County Public Health
(319) 356-6040 Ext. 5875
jlacina@co.johnson.ia.us

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Tricia Kitzmann

From: Gipple, Denyse [IDPH] <Denyse.Gipple@idph.iowa.gov>
Sent: [REDACTED] 1:42 PM
To: Tricia Kitzmann
Subject: Re: Outbreak

Will talk to Ann and Patty. Thanks-

Denyse Gipple, MPH, CIC, CPH
Region 6 Epidemiologist | Center for Acute Disease Epidemiology | ADPER | Iowa Department of Public Health

321 E. 12th St | Des Moines, Iowa 50319 | office 641.637.2610 mobile 515.783.5201

Promoting and protecting the health of Iowans

From: Tricia Kitzmann [<mailto:tkitzman@co.johnson.ia.us>]
Sent: [REDACTED] 01:31 PM
To: Gipple, Denyse [IDPH]
Subject: Outbreak

Denyse-
Should we look at getting a list of people who attended [REDACTED] from [REDACTED] ? I feel like we should be gathering more info. After talking to Nancy Hall, she said noro is spread very easily in water situations like that. What are your thoughts?

Tricia L. Kitzmann, MPH
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Tricia Kitzmann

From: James Lacina
Sent: 10:46 AM
To: Tricia Kitzmann
Subject: FW: Memo for [REDACTED]
Attachments: [REDACTED]

I just received this from the Chief Engineer at [REDACTED]

James Lacina, REHS
Environmental Health Coordinator
Johnson County Public Health
(319) 356-6040 Ext. 5875
jlacina@co.johnson.ia.us

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From: [REDACTED]
Sent: 10:10 AM
To: James Lacina;
Subject: Memo for [REDACTED]

I have attached a memo that I have typed for the [REDACTED] to try to control our issues with poor test results and infrequent testing. Please contact me if you think this may help or if you have any advice or corrections to add to this. I will also notify you when I hear from [REDACTED] as to when I will be receiving our new chlorine feeders. I will try to be testing from open to around 2 pm during the week myself in hopes to eliminate problems. I feel this will help catch issues faster or eliminate them entirely.

Thank you,

[REDACTED]

NOTICE!

- Make sure tests are being done every two hours, no excuses. If water does not come out of testing petcock, go to the pool and grab a sample directly from the pool.
- Make sure every log sheet is dated.
- Make sure that the DPD Powder lid is snapped shut after using.
- Check acid and chlorine feeders to make sure they are full every time you enter the pump rooms.
- Make sure you log on the sheet that you checked pressure on filters, water temp, acid and chlorine. If you change acid, mark it on the sheet as changed or if you add chlorine, mark the sheet as added.
- Free chlorine is to be between 1.0-8.0 ppm, if it is above or below this range RETEST. If it is still outside this range you need to notify me immediately.
- PH is to be between 7.2-7.8 ppm.
- If you are opening the [redacted] in the morning, you need to be here ½ hour before opening to check all the pools, vacuum and start up. This means that when you arrive at 8:30 am, you need to do water tests and record it under the 8 am test on the log sheets. If it is a weekend you need to be here by 7:30am and test, record it under the 8 am test on the log sheets.
- Make sure that tables, chairs, locker rooms and sweeping in [redacted] are being done daily at the end of the shift.
- If you are need help testing the pools, or do not know how to test, notify me and I will teach you how to test the pools and what the results mean. I encourage everyone to come see me individually to learn how to properly run [redacted] I always have my phone with me to answer questions. If I am in the position to come in and correct a problem, I will. If levels fall below 1.0 ppm or exceed 8.0 ppm free chlorine we will close the pool until the issue is corrected.

Failure to comply with any of these will result in a write up. Three write ups and you will be terminated. There will be no excuses for not testing or failing to report levels that do not meet these ranges.

I will be helping more to control these issues and will be doing several of the tests myself. I will try to do all of the tests from open to 2 pm during the week myself. On weekends I will try to be here before [redacted] opens to ensure that the levels are where they should be. Do not assume that I have already done the tests. Either ask me if I have done them or go check. If you see that the tests have not yet been done, just do the tests. Do not assume that I will be doing them for that hour.

Thank You,

[redacted] Engineer

Tamara Ewoldt

From: Tamara Ewoldt
Sent: [REDACTED] 11:47 AM
To: Annette Scheib
Subject: RE: Complaint [REDACTED]

Thanks. I believe James has left for the day, but he may be checking his email periodically.

Tamara Ewoldt

Environmental Health Specialist
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tewoldt@co.johnson.ia.us

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From: Annette Scheib
Sent: [REDACTED] 11:17 AM
To: Tamara Ewoldt; James Lacina
Subject: RE: Complaint [REDACTED]

Thanks for the information. I will have the DPS contact the complaintant and see how many people are ill. Then I'll meet with James. Thank you!

Annette M. Scheib RN, MSN
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From: Tamara Ewoldt
Sent: [REDACTED] AM
To: James Lacina; Annette Scheib
Subject: Complaint [REDACTED]

See attached.

Tamara Ewoldt

Environmental Health Specialist
Johnson County Public Health
855 S. Dubuque St., Iowa City, IA 52240
P: 319-688-5864

James Lacina

From: Tricia Kitzmann
Sent: [REDACTED] 1:30 PM
To: James Lacina
Subject: FW: Complaint at [REDACTED]

FYI...

Tricia L. Kitzmann, MPH
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From: Annette Scheih
Sent: [REDACTED] 1:14 PM
To: Tricia Kitzmann
Subject: RE: Complaint at [REDACTED]

Tricia-

Diana spoke to [REDACTED] County at length and [REDACTED] County staff were already arranging to collect stool kits. They had also had several calls from the ill people in their county. Thanks.

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Diana Preschel

From: Tricia Kitzmann
Sent: 5:39 PM
To: Annette Scheib; Diana Preschel; Andrew Weigel; James Lacina
Subject: Re: Illness

Thanks Annette. Beth, Kim and James were out today. Beth inspects pools as well. With being short staffed no one would have been available today. However, [REDACTED] County did call and leave me a message asking if we held the contract. I called them back and indicated that we did. Pool may have smelled funny, interesting symptoms though...vomiting and diarrhea. Depending on onset, sounds a lot like Noro but we'll wait and see what [REDACTED] County comes up with. I'll either have Beth or James check out the pool tomorrow 1st thing.

Thanks for keeping us in the loop.

Tricia

From: Annette Scheib
Sent: 04:24 PM
To: Tricia Kitzmann; Diana Preschel; Andrew Weigel; James Lacina
Subject: Illness at [REDACTED]

Hi Everyone,
Denyse Gipple called to ask if Johnson County had a contract to inspect [REDACTED] pools. Tamara told me that James is the EH who inspects pools [REDACTED] and that James will come to the office in the morning then head out to [REDACTED] to check it out. I asked Denyse if tomorrow morning was soon enough for the EH to go to [REDACTED], and she said yes. Denyse said that many of the people that were interviewed mentioned that the [REDACTED] had a funny smell.

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